

FIRSTCARE

Amarillo

Survey (CAHPS™3.0H) Results
Response Rate 44%

State Averages

Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

18%

37%

46%

On their health care

10

36%

53%

On their specialist

9

30%

60%

On their doctor or nurse

14%

33%

53%

State Averages

20%

38%

42%

12

34%

54%

12

29%

59%

12

34%

54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

21%

35%

44%

Had doctors communicate well

10

35%

56%

Had courteous, respectful, & helpful office staff

7

30%

63%

Had their plan handle claims quickly & correctly

8

33%

58%

State Averages

24%

30%

46%

9

29%

62%

8

26%

66%

10

33%

57%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

41

1%

85%

With efficiency & helpfulness of customer service

6

20%

74%

State Averages

7

14%

79%

8

20%

72%